

ABSTRACT OF THE DISCLOSURE

Within the operations of a medical services providing facility (e.g., a doctor's office or a hospital) there are many opportunities for communications to break down. Patients may not realize or remember that they have an appointment to see their primary care physician or to have a test done or that a follow up on a test may be needed. Doctors may not be aware that a critical test result has come in (e.g., an abnormal blood potassium level) or that a patient has failed to report lack of successful progress with treatment or that a patient's condition has worsened. Automated methods and systems are disclosed for facilitating the timely gathering, monitoring, distribution and delivery of information related to medical care. Such may provide the functions of: (1) finding a communications channel for effectively attempting a message delivery to a specific target person at a specified time; (2) adaptively conforming the deliverable message content to limitations of a chosen communications channel; (3) adaptively finding a targeted recipient even if the latter is highly mobile and/or has travel patterns or communications-channel preferences that change over time; (4) verifying that a targeted recipient has actually received an attempted delivery within an applicable time limit; (5) automatically recognizing that an urgent message delivery-attempt was not timely completed and adaptively alerting responsible entities of the in-completion; (6) automatically recognizing that an urgent action item task was not timely completed and adaptively alerting responsible entities of the task in-completion; (7) automatically recognizing that an urgent action item task was completed and adaptively alerting responsible entities of the task completion; and (8) automatically recognizing that an urgent change or non-change of condition has occurred by virtue of information gathered during an automated or manually-conducted Interview where physician expected positive progress prior to Interview) and adaptively alerting responsible entities of the changed or unchanged condition. based on the urgency of the change or non-change.